

## **2015 City of Bloomington Citizens' Academy ITS Information & Technology Services (ITS) - Rick Dietz, Director**

### **What is ITS?**

The Information & Technology Services Department (ITS) manages the City of Bloomington's IT systems, including computer hardware, software and networks. We monitor and support more than 550 workstations for 700-1000 City staff at 40+ sites including 24-7 mission critical systems at Police, Fire and Utilities departments. ITS maintains the servers and infrastructure that keep our sister City departments running. We provide IT training to City staff and coordinate IT purchasing for the City. We maintain the City's GIS (Geographic Information System) and print maps for the public. The department manages the City's fiber optic ring, a.k.a. the Bloomington Digital Underground (BDU) and WiFi deployments in City buildings. We also develop and maintain the City website, the uReport service and other open source applications for staff and public use.

### **Notable Accomplishments**

- 2015 Code for America Technology Award for inRoads Application
- First city to participate in Google Summer of Code  
First release of a full open source Open311 application suite
- Leading community in open source software use and development...  
<https://github.com/City-of-Bloomington>

### **Important Public Services**

- Website: <http://bloomington.in.gov> AND <https://bloomington.in.gov/alpha>
- uReport online issue reporting: <http://bloomington.in.gov/ureport>
- Mobile Reporting App: Bloomington/GeoReporter App...
  - <http://itunes.apple.com/us/app/georeporter/id487304759>
  - <https://play.google.com/store/apps/developer?id=City+of+Bloomington>

### **ITS by the Numbers**

500 internal, 80 external map requests, 800 maps printed, 20 digital data per year. Web site usage: 87,000 visits per month, 1.1+ million sessions per year (680k web/430k mobile). 550+ Workstations: desktops, laptops and Mobile Data Terminals (MDTs). 24 Servers at 6 locations, 30 (production & support) virtual servers across 3 VMWare ESX servers. 40+ in-house custom applications. Support for dozens more third-party applications. 10.3 miles of Fiber Optic Cable in main BDU Loop. 4 million incoming email messages.

### **Useful City Web Resources**

- Alpha Website: [bloomington.in.gov/alpha](http://bloomington.in.gov/alpha)
- uReport: [bloomington.in.gov/uReport](http://bloomington.in.gov/uReport)
- myBloomington web service: [bloomington.in.gov/mybloomington](http://bloomington.in.gov/mybloomington)
- inRoads: [bloomington.in.gov/inRoads](http://bloomington.in.gov/inRoads)
- Contact the City: [bloomington.in.gov/contact](http://bloomington.in.gov/contact)
- Subscribe to newsletters: [bloomington.in.gov/subscribe](http://bloomington.in.gov/subscribe)
- City Events Calendar: [bloomington.in.gov/calendars](http://bloomington.in.gov/calendars)
- City Boards & Commissions: [bloomington.in.gov/boards](http://bloomington.in.gov/boards)
- City Map Center: [bloomington.in.gov/maps/](http://bloomington.in.gov/maps/)
- Interactive GIS Map: [bloomington.in.gov/interactive-map](http://bloomington.in.gov/interactive-map)
- City Municipal Code: [bloomington.in.gov/code/](http://bloomington.in.gov/code/)
- City Job Openings: [bloomington.in.gov/jobs](http://bloomington.in.gov/jobs)

### **Get Involved**

- Contact Director: Rick Dietz - [dietzr@bloomington.in.gov](mailto:dietzr@bloomington.in.gov)
- Contact Webmaster: [webmaster@bloomington.in.gov](mailto:webmaster@bloomington.in.gov)
- Alpha website feedback: [bloomington.in.gov/alpha](http://bloomington.in.gov/alpha)
- Look out for hackathons